

Analisis Kinerja Tim Casemix RSU UKI Berdasarkan Malcolm Baldrige Criteria for Performance Excellence

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Abstrak

ABSTRAK Nama : Albert Hasibuan Program Studi : Kajian Administrasi Rumah Sakit Judul : Analisis Kinerja Tim Casemix RSU UKI Berdasarkan Malcolm Baldrige Criteria for Performance Excellence Tahun 2018 Pembimbing : dr. Adang Bachtiar MPH DSc Tim Casemix rumah sakit akan menjadi penggerak membantu melakukan sosialisasi, monitoring dan evaluasi implementasi INA-CBGs di rumah sakit. Pada awal mulainya menjalankan program JKN/BPJS rumah sakit ini mengalami peningkatan jumlah kunjungan pasien yang cukup signifikan, namun semakin ke depan terdapat penurunan jumlah pasien dan semakin tingginya beban biaya rumah sakit berkenaan dengan banyaknya klaim biaya yang tertunda/ditolak pembayarannya. Penelitian ini untuk melakukan penilaian kinerja Tim Casemix RSU UKI Berdasarkan Malcolm Baldrige Criteria for Performance Excellence untuk mendapatkan gambaran rencana perbaikan kinerja manajemen rumah sakit. Metode yang digunakan adalah metode penelitian kombinasi menggunakan Analisis data kuantitatif dan kualitatif, dimana peneliti melakukan pengumpulan data dengan menggunakan kuesioner diikuti dengan wawancara mendalam informan kunci, telaah dokumen, observasi, dan diskusi kelompok terarah. Hasil penelitian didapatkan Tim Casemix RSU UKI Jakarta memiliki aspek kesempatan untuk peningkatan (Opportunity For Improvement /OFI) di semua kriteria selain sistem kerja, dimana pada kriteria-kriteria tersebut penilaian masih di bawah 50% dari nilai kesempurnaan MBCfPE. Total skor kriteria Malcolm Baldrige pada Analisis Kinerja Tim Casemix berdasarkan Malcolm Baldrige Criteria for Performance Excellence RSU UKI Jakarta tahun 2018 adalah 376,31, yang artinya tim casemix mencapai predikat kinerja "Early Improvement" dengan tingkatan mutu "Average". Kata kunci: Malcolm Baldrige; Rumah Sakit; Tim Casemix

ABSTRACT Name : Albert Hasibuan Study Program : Magister Of Hospital Administration Title : Performance Analysis of UKI Hospital Casemix Team based on Malcolm Baldrige Criteria for Performance Excellence on 2018 Counsellor : dr. Adang Bachtiar MPH DSc Hospital Casemix team will become a driving force helping to conduct socialization, monitoring and evaluation of the implementation of INA-CBGs in hospitals. At the beginning of start run programs JKN/BPJS hospital is experiencing an increase in the number of patient visits are significant enough, but getting to the front there is a decrease in the number of patients and the increasing costs of hospitals with regard to the number of claims pending/rejected charges that the payout. The research is to conduct a performance analysis of UKI Hospital Casemix Team based on Malcolm Baldrige Criteria for Performance Excellence to get an overview of performance improvement plan of hospital management. The method used is a combination of research methods using quantitative and qualitative data analysis, where the researchers doing data collection using the questionnaire followed by in-depth key informant interviews, document review, observation, and discussion groups. The Research Team obtained Casemix RSU UKI Jakarta has the opportunity for improvement (Opportunity For Improvement/OFI) on all criteria in addition to the working system, where in the criteria of assessment is

still under 50% of the value MBcPE perfection. A total score of Malcolm Baldrige on performance analysis of UKI Hospital Casemix Team based on Malcolm Baldrige Criteria for Performance Excellence Jakarta in 2018 is 376.31, meaning that the casemix team reached the predicate "Early Improvement" performance with the "Average" level of quality. Keywords: Malcolm Baldrige; The Hospital; Casemix Team